Annual 47 C.F.R. § 64.2009(e) CPNI Certification

EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2011 covering the prior calendar year of 2010.

Filed this 18th day of February, 2011

Company Name: YourTel America, Inc.

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Signatory Name: Dale R. Schmick

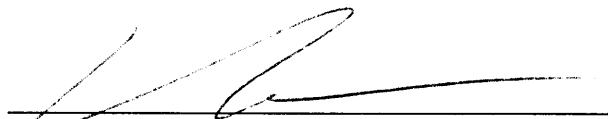Signatory Title: Vice-President

I, Dale R. Schmick, a duly authorized officer of the company named above, and acting as an agent of the Company, hereby certify that I have personal knowledge that the Company has operating procedures that are adequate to endure compliance with the Commission's CPNI rules.

Attached to this certification is an accompanying statement explaining how the Company's procedures ensure that the Company is in compliance with the requirements set forth in section 64.2001 et seq. of the Commission's rules.

The Company has not taken any actions against data brokers in the past year.

The Company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.

The Company represents and warrants that the above certification is consistent with 47. C.F.R. § 1.17 which requires truthful and accurate statements to the Commission. The company also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.

_____
Dale R. Schmick – Vice-President
YourTel America, Inc.

_____2/18/2011_____
Date

STATEMENT REGARDING COMPLIANT OPERATING PROCEDURES
REGARDING 47 C.F.R. PART 64 SUBPART U
GOVERNING USE OF
CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI)

The following statement explains the internal procedures of YourTel America, Inc. ("YourTel" or the "Company") to ensure that it is in compliance with the Commission's CPNI rules.

YourTel only uses CPNI internally for the purpose of providing, maintaining and/or repairing a customer with the requested service and to bill and collect for services rendered. We only disclose CPNI in compliance with these or any state or federal laws, court order, subpoena or upon affirmative written request by the customer to any person designated by the customer.

Key aspects of YourTel's security policies and procedures with respect to any customer data it does come in contact with are:

- *Need to Know* – YourTel only allows employee access to customer information on a need-to-know basis. The Company has trained all personnel and will train new personnel with access to CPNI and has a documented disciplinary process in place for non-compliance.

- *Physical Security* – YourTel maintains physically secure facilities for the storage of all customer data.

- *Computer Security* – YourTel maintains customer data within computer infrastructure accessible by authorized personnel only.

The Company requires the use of a government issued, valid photo I.D. as a means of customer authentication in its retail stores. The Company requires new customers to set up passwords for their accounts. The Company requires Customer's to visit stores to enable password resets or changes or, if physically unable to do so, be authenticated by a call to the telephone number of record.

The Company requires the use of a password to discuss CDR CPNI over the phone.

The Company notifies customers of changes to their Address of Record or Account Password via a hard copy mailing.

The Company has documented CPNI Breach Procedures reflecting instructions as outlined in § 64.2011.

All access to online customer CPNI is protected by a customer provided username and password.

The Company has not sought approval of the use of CPNI as the Company does not use CPNI in any sales or marketing campaign other than what is permitted under § 64.2005. No sales or marketing campaign can be conducted without management approval and such campaign would require supervisory review to assure compliance with the CPNI rules.

The security of customer information is of paramount importance to YourTel America, and the Company will continue to develop and implement operating procedures for the protection of customer data as required.